



## **Brian A Sime**

### **BMW of North America Technical Support Engineer TTL**

**2008- present BMW of North America Woodcliff Lake, NJ.**

#### **Technical Support Engineer TTL Market 16 DC metro / Market 17 Virginia**

Provide Area 16 and 17 with technical support VIA PuMA and dealer visits. As TSE, we also support the Area team with technical assistance for customer relation issues. During these processes, I always look for a reason why the dealer is having issues getting their tasks performed correctly with possible issues with staffing, correct training or process handling. Workshop evaluations are performed making sure they have the proper equipment to diagnose and work on customer vehicles. As Technical Team Leader, I make sure PuMA is always covered and vacation scheduling is a non issue getting all technical issues handled quickly. I also assist AAM and legal department when needed when a legal case is sent to the area team. I am very proud that we have a very low legal case count as our dealers communicate well most of the time when they have an issue. I submit IFR reports to engineering when an issue arises with new products to get a repair / new car process corrected in a timely manner. The last 1.5 years in the market, I have also served as the TTL to support 2 other TSE's in my area along with AAM's and Area Managers with escalated issues getting support to the dealer.

**2007 BMW of North America Montvale, NJ**

#### **Technical Team Leader Drivetrain /Chassis Hotline**

Oversee the hotline daily functions including late shift support and approve vacation scheduling. Schedule National FSE's when more support is needed. Maintain and schedule the Drivetrain group hotline personal technical training when a new class is available. Provide support and training for the hotline staff when a challenging issue comes to the hotline. Monitor the quality of the cases from the technicians. Send reports to FSE of the dealer market as needed. Monitor dealer PuMA case index and advise the FSE when there is a need. Perform dealer visits for dealers with high PuMA index to help find a way to lower the index. Along with the new duties of TTL, standard hotline duties are also performed.

**2000-2006 BMW of North America Montvale, NJ.**

#### **Technical Hotline Specialist**

Provide technical hotline support to BMW center technicians via telephone and PuMA. Search Puma database for existing repair solutions, Evaluate them for applicability and advise repair to questioning technician. Check training handouts, SIB's, EPC, TIS, and information provided by engineers. Incoming

calls and other pertinent contacts are logged into PuMA. If it is a special situation, an email is distributed to hotline personal and the engineers providing the details to the issue, along with the repair procedures necessary to bring the vehicle back to BMW manufacture's specifications.

I monitored the use of aftersales pool cars that are used by Technical Hotline staff. These cars are used to keep our department current on all lines of BMW Group automobiles.

Provide technical support for the E32/3, E38/3 and E67 Safety Saloon. Dealers contacted me for technical assistance for all of the Protection cars that are currently in the states and Canada. Had a direct contact with AG for technical information and special tools that are necessary for diagnosing and completing repairs.

I attended all classes necessary to keep my Master Technician status. I worked closely with the training department to receive all new training information and help then with any new issues that come up with the vehicles. I drove all of our vehicles in the fleet to stay in tune with the vehicles to better help the technicians on the phone.

## **1991-2000 BMW of North America Montvale, NJ.**

### **BMW Technician A**

Diagnosed and performed repairs on job assigned and employee leased BMW's and Land Rover vehicles.

I wrote "pink sheets" to inform engineering of specific issues found during diagnosis and or repair.

Perform time studies for ZU-S-11 to see how long it takes to perform S.I. Bulletins to insure technicians have ample time to perform the procedure. I traveled to dealers in the United States assisting with E38/3 Safety Saloon at their dealer, to instruct a technician at the dealer the key components of the E38/3 and their location. I also show the dealer personal the different features the E38/3 has compared to the E/38.

Perform installations of accessories for time studies and proofread installation instructions for product engineering.

Excellent BMW Mainframe, e-mail, EPC, TIS, DIS tester and MoDic.

Perform all facets of repairs using BMW special tools and factory repair procedures.

## **1994-1998 Served as the Facility Safety and Health Coordinator.**

I volunteered for this position to assist our company in providing a safe environment for all employees in the Montvale, NJ facility. I was also a fire warden and a first responder on the first aid team.

## **1988-1991 BMW of North America JCVPC Jersey City, NJ**

## **Technician**

Performed PDI's on vehicles to insure quality met BMW standard.

Installed port installed accessories (i.e. CD Changers, Phones, fog lamps, rear spoilers.)

I performed repairs in workshop on cars not meeting the BMW standard.

Performed Quality Control checks on cars leaving the body shop to insure that they had no signs of body work performed.

## **Education**

1987-1988 Lincoln Technical Institute Union, NJ. /Certificate in Auto Technology

1985 Passaic Valley Regional High School Little Falls, NJ. /High School diploma /4 years of auto shop class

## **Certification**

I meet all requirements for BMW and MINI Level 1 technician status

Specialized BMW training:

Diesel and advanced diesel engine

Body: double sunroof, Retractable hardtop

Motorsport vehicle: M3, M5, M6, X5M, X6M, Alpina training

Hybrid specialist

Aug 24, 2012 10:19 AM EDT

Course Status Legend
✓ - Completed the course
<b>a</b> - Awarded credit for the course
= - Completed an equivalent course
N/A - Course is not required
M - Missing Evaluation
I - Course is incomplete (missing components)
<b>E</b> - Enrolled in the course
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Grid Level	Title Legend
L4 - Level 4	
L3 - Level 3	
L2 - Level 2	
L1 - Level 1	
Dsl - Diesel	
BT - Body Tech	
MS - Motor Sport	
Hyb - Hybrid	
NM - New Model	
Ele - Electives	





Q2	OL	5040	✓	
Q2	OL	1206	✓	
Q3	VO	1103	✓	
Q3	OL	3048	✓	
Q3	OL	7004	✓	
Q3	OL	7005	✓	
Q4	VO	1104	✓	
Q4	OL	1201	✓	
Q4	Q4-1	N		
Ele	ST	1101	✓	
Ele	ST	1102		N



**BMW Technician Training Certification Status (2012)**

Technical Service - 6018  
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Name	Internal Job Code	Current Level	L4 VO 369	L4 VO 366	L4 VO 368	L4 VO 050	L4 ST 050	L3 VO 710	L3 VO 901	L3 ST 051	L3 ST 501	L3 WB 057	L3 ST 055
Sime, Brian !	O	1	✓	✓	✓	=	a	✓	✓	a	=	✓	=

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L3	ST	1115	=	
L3	ST	1110	=	
L2	WB	401	✓	
L2	ST	401	=	
L2	WB	402	✓	
L2	ST	1114	=	
L2	WB	618	✓	
L2	MC	618	a	
L2	ST	054	a	
L2	ST	403	a	
L1	ST	811	✓	

**BMW Technician Training Certification Status (2012)**

Technical Service - 6018

Aug 24, 2012 10:19 AM EDT

Name	Internal Job Code	Current Level	Dsl	Dsl	Dsl	BT	BT	BT	MS	MS	MS	Hyb	Hyb
Sime, Brian !	O	1	√	√	√	a	√	√	√	a	=	√	√
			WB 603	VO 810	ST 1210	VO 701	ST 701	SB 019	VO 709	ST 609	VO 1003	WB 920a	

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Hyb	WB	920b	✓	
Hyb	WB	920c	✓	
Hyb	ST	920	✓	
Hyb	VO	1101	✓	
Hyb	ST	1203	a	
NM	ST	1113	✓	
NM	ST	1113b	✓	

**BMW Technician Training Certification Status (2012)**

Technical Service - 6018

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Name	Internal Job Code	Current Level	Q1 VO 1002	Q1 VO 1106	Q1 VO 1111	Q1 OL 5019	Q2 VO 1001	Q2 WST 01-12	Q2 OL 5032	Q2 OL 5040	Q2 OL 1206
Sime, Brian !	O	1	√	√	√	√	√	√	√	√	√

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Q3	Q3	Q3	Q3	Q4	Q4	Q4
VO	OL	OL	OL	VO	OL	Q4-1
1103	3048	7004	7005	1104	1201	
✓	✓	✓	✓	✓	✓	N

**BMW Technician Training Certification Status (2012)**

Technical Service - 6018

Aug 24, 2012 10:19 AM EDT

Name	Internal Job Code	Current Level	Ele ST 1101	Ele ST 1102
Sime, Brian I	O	1	✓	N

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**MINI Technician Training Certification Status (2012)**

Technical Service - 6018

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Name	Job Code	Current Level	L2	WB	ST	L2	L1	WB	MC	L1	L1	L1	L1
Sime, Brian !	O	1	✓	401	a	✓	115b	ST	618	✓	116b	ST	117

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Grid Level Title Legend
L2 - Level 2
L1 - Level 1



L1	L1	L1	L1	L1
ST	VO	ST	ST	ST
117b	124	124	124b	139
✓	✓	✓	✓	=

**MINI Technician Training Certification Status (2012)**

Technical Service - 6018

Aug 24, 2012 10:19 AM EDT

Name	Job Code	Current Level	Ele ST 132
Sime, Brian !	O	1	N

Course Status Legend
<p>✓ - Completed the course</p> <p><b>a</b> - Awarded credit for the course</p> <p>= - Completed an equivalent course</p> <p>N/A - Course is not required</p> <p>M - Missing Evaluation</p> <p>I - Course is incomplete (missing components)</p> <p><b>E</b> - Enrolled in the course</p> <p>r - Awaiting Manager approval</p> <p><b>N</b> - Not Complete, can enroll</p> <p><b>N</b> - Not Complete, prerequisites not met</p>

Grid Level Title Legend
<p>L2 - Level 2</p> <p>L1 - Level 1</p>

**MINI Technician Training Certification Status (2012)**

Technical Service - 6018

Aug 24, 2012 10:19 AM EDT

Name	Job Code	Current Level	L2	L2	L2	L1	L1	L1	L1	L1
Sime, Brian !	O	1	WB 401	ST 115	ST 115b	WB 618	MC 618	ST 116	ST 116b	L1
			√	a	√	√	a	a	√	

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Grid Level Title Legend
L2 - Level 2
L1 - Level 1

L1	L1	L1	L1	L1	L1	Ele
ST	ST	ST	ST	ST	ST	ST
117	117b	124	124	124b	139	132
a	√	√	√	√	=	N

**CERTIFICATE OF SERVICE**

I hereby certify that on this 24th day of August 2012, I will electronically file the foregoing **DEFENDANT BMW NA'S SUPPLEMENTAL F.R.C.P. 26 EXPERT WITNESS DISCLOSURES** with the Clerk of Court using the CM/ECF system which will send notification of such filing via Notification of Electronic Filing (NEF) to the following:

Leonard A. Bennett, Esq.  
Susan Rotkis, Esq  
Consumer Litigation Associates, P.C.  
763 J. Clyde Morris Blvd., Suite 1-A  
Newport News, VA 23601  
[srotkis@clalegal.com](mailto:srotkis@clalegal.com)  
[lenbennett@clalegal.com](mailto:lenbennett@clalegal.com)  
Phone: 757-930-3660  
Fax: 757-930-3662

August 24, 2012

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s/Rachel Elsby  
Rachel Elsby, Esq. (VSB # 81389)  
BUCHANAN INGERSOLL & ROONEY PC  
1737 King Street, Suite 500  
Alexandria, Virginia 22314-2727  
Telephone: 703-836-6620  
Facsimile: 703-836-2021  
[rachel.elsby@bipc.com](mailto:rachel.elsby@bipc.com)

*Counsel for Defendant,  
BMW NA, LLC*